Grade 7 Technical Officer Planning Services

Open/ Permanent

Closing date - Apply by 1pm 27th March 2025

Email fully completed applications to jobapplications@lgma.ie

About the role

This is an exciting opportunity to be part of the Planning Services Team and make a meaningful contribution to the delivery of systems-related Planning Services to local authorities and the public.

The LGMA is responsible for the delivery of systems-related Planning Services to local authorities. The main planning services provided are iPlan; iDocs; www.eplanning.ie and the National Online Planning portal.

The LGMA supports the iPlan planning application management system for 24*Irish Local Authorities, both as a locally hosted instance in each Local Authority and as a web-based version on the site www.eplanning.ie which enables the public to search on all Irish planning applications.

The LGMA also supports the iDocs document management system that is used by Local Authorities, which integrates with a number of systems. There are currently projects underway to rollout a .Net version of iPlan and iDocs, to ensure their availability going forward.

The successful candidate will be part of the Planning Services team that supports iPlan, iDocs and www.eplanning.ie. This work includes issue management and tracking, software deployment and release management, scripting/automation of system management procedures and monitoring/alerting tools. The role will also encompass planning future releases, release deployments and future projects.

The Planning Services team also supports and manages the National Online Planning Portal which is located at https://planning.localgov.ie, this portal enables Online Planning Applications, Online Submissions on planning applications and Part 8 applications to be managed electronically by all Irish local authorities. Currently, the Portal is live in 28 local authorities with three local authorities remaining to go live in 2025.

The functionality of the Portal was developed by two primary vendors and is hosted on servers within the LGMA Campus. The Portal consists of a Drupal front-end which the public use to submit planning applications, and a Sugar CRM system and integration which manages the transitioning of Planning Applications data and documentation from the public facing website to the individual Local Authorities' Planning Management Systems (iPlan/APAS/Odyssey) and Document Management Systems.

The Planning Services Technical Officer will be a contributor to the development and implementation of policies and strategies within the LGMA and may represent the LGMA on internal/external sub-committees and/or working groups. They will work closely with senior management, external agencies, local authorities, and relevant stakeholders to deliver the programme of work of the work area. The ideal candidate must therefore be a highly motivated person, with a strong sense of commitment to delivering quality services and

willing to take on a challenge.

Key responsibilities

- Develop an expert knowledge of the Online Planning Portal infrastructure and systems.
- Develop an expert knowledge of the iPlan and iDocs systems
- Provide support to iPlan and iDocs to 24 * Local Authorities
- Manage working groups, updates, networks, teams' channel and extranet to ensure communications occur as required.
- Conduct training of local authority staff ahead of rollout.
- Work with local authorities to assist staff in managing the change required to transition from receiving applications and submissions by paper to receiving these electronically.
- Liaise with the rollout team in each local authority ahead of rollout to ensure that all necessary pre-requisites are in place to enable rollout to proceed.
- Provide first-Line support for the National Online Planning Portal to users and local authority staff. Manage issues through a ticketing system.
- Liaise with vendors to have any issues arising dealt with and to develop any remaining functionality under a change management system.
- Work with the vendor to support integration between iPlan, iDocs and the National Online Planning Portal.
- Deliver training in iPlan and iDocs, as required
- Liaise with LGMA developers and external software companies to deliver enhancements to the iPlan and iDocs products
- Support the www.eplanning.ie site
- Deploy upgrades to iPlan and iDocs across Local Authorities, organising migration to new servers, testing of new releases etc
- The implementation and delivery of projects to the highest standard using a full range of management disciplines.
- Create and maintain comprehensive technical documentation including developing and writing policies and procedures.
- Responsible for configuring the infrastructure and installing applications on Windows IIS hosted platform.
- Troubleshooting and resolving complex and lengthy issues.
- Taking on major upgrades and new installations.
- Demonstrate and maintain a broad knowledge of technology solutions, current trends and techniques and pro-actively pursue new technology developments
- Providing consultancy to business & development teams and local authorities.
- Promote and utilise best practice in project management methodologies
- Contract and vendor management of 3rd party suppliers.

- Development and writing of Business Cases.
- Assisting in creating, sharing & using knowledge within and between teams.
- Developing and maintaining stakeholder & customer relationships.

Essential Requirements

1. **Character**
   Candidates shall be of good character.

2. **Health**
   Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. **Education, training, experience, etc.**
   Each candidate must, on the latest date for receipt of completed application forms:

   a. Have an Honours Degree (Level 8 on the National Framework of Qualifications) in the area of Information Technology or possess an equivalent qualification relevant to the position and have at least 3 years satisfactory relevant experience working in a structured IT systems environment.

   <div align="center">OR</div>

   - Have a minimum of 5 years' satisfactory relevant experience working in a structured IT systems environment.

   <div align="center">**AND**</div>

   Possess the following aptitude and skill-set:
   - Excellent troubleshooting and problem-solving skills.
   - Great customer focused background with excellent communication skills
   - Ability to deal with end-users and communicate and explain problems and their resolutions to Customer
   - Experience of managing change and implementing new initiatives.
   - An appreciation and understanding of Planning and the Irish local government sector.
   - Strong technical background.
   - Ability to quickly understand and engage with the technical, contextual, and practical elements of a project.
   - Strong initiative, organisational skills, communication, presentation, relationship building and planning skills
   - Strong time management, goals setting and task prioritisation abilities
   - Strong team player attributes.
   - IIS 7/7.5 Configuration & Administration an advantage.
   - Windows Server experience an advantage i.e. Windows 2008R2, 2012R2Server & 2016
   - Working knowledge of Web services an advantage.
   - Some SQL knowledge required.
   - Microsoft .Net experience an advantage.

- Good understanding of Networking (Solid TCP/IP understanding).
- Demonstrated ability to take initiative.
- Ambition to develop professionally.

And

Demonstrate the competencies as set out in the LGMA Competency Framework (see Appendix in Candidate Information Booklet).

Principal Conditions of Service

General
The appointment is for a permanent Grade 7 Technical Officer in the Planning Services of the Local Government Management Agency and is subject to general terms and conditions in operation relating to appointments in the Agency.

Remuneration
The salary scale applicable to this position as per circular EL 03-2025 1st March 2025 is as follows;

Point No.	1	2	3	4	5
Salary	€59,417	€60,871	€62,568	€64,271	€65,974

Point No.	6	7	8	9	LSI 1
Salary	€67,495	€69,054	€70,563	€72,069	€74,649

Point No.	LSI 2
Salary	€77,243

The holder of the office shall pay to the LGMA any fees or other monies (other than his/her inclusive salary) payable to or received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform. Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant.

For further information please see the LGMA Candidate information booklet

https://www.lgma.ie/en/about-us/work-with-us/